



# Academic Advisor Information Pack

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*This pack is intended to help staff refer students to the appropriate support service across a variety of issues.*

*We hope you find this resource useful.  
Any feedback or suggestions, please email us.*

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**This pack includes the following leaflets/cards:**

- Support & Advocacy, Student Union
- Your Careers and Employability Centre (CEC)
- Sussex Centre for Language Studies (SCLS)
- Skills Hub, CEC
- Student Life Centre (SLC), leaflet and card
- Exceptional Circumstances Claim (EC), Academic Office
- Student Support Unit (SSU)

***Feel free to give these leaflets to students as you refer them to services and request replacements from the Student Experience team.***

## Student Life Centre

<i>If you don't know who to talk to; start at the SLC</i>	<b>Academic / Personal / Money / Health / General Support</b>	<b>Leaflet and card in pack</b>
Can support students with:	<ul style="list-style-type: none"> <li>• Personal concerns affecting study progress or well-being.</li> <li>• Funding and finance including scholarships, bursaries and hardship funds.</li> <li>• Sources of help to improve academic performance – identifying obstacles to learning.</li> <li>• Understanding university systems and regulations in relation to assessment, services, complaints, conduct, and discipline.</li> <li>• Progression, intermission and withdrawal processes - discussion and support.</li> <li>• Referrals to other professional services on campus.</li> <li>• <a href="#">Exceptional circumstances help</a></li> </ul>	
<b>A proactive service: may contact students in response to concern from School about attendance, participation or engagement with course.</b>		
<p><i>Can provide information on how to submit claim.</i></p> <p>Student Life Advisor appointments provide space to discuss circumstances and identify any additional support needs student may have.</p>	<p><b>EC (Exceptional Circumstances claims)</b> can be submitted as a result of the following assessment situations:</p> <ul style="list-style-type: none"> <li>• Late or non-submission of assessment.</li> <li>• Absence from an in-person assessment (examination or test).</li> <li>• Assessment submitted on time and/or in-person assessment (examination) taken on scheduled date where the assessment performance is seriously and unexpectedly impaired.</li> <li>• Forthcoming absence from in-person assessment and exceptionally an anticipated non-submission or claim for late submission where evidence is compelling.</li> </ul> <p>All claims and supporting evidence must be submitted online via Sussex Direct and be supported by robust evidence which corresponds to the assessment deadlines or scheduled examination. Claims should be submitted within 7 days of the first assessment deadline and the evidence should be submitted within 21 days of the first assessment deadline. Evidence which is submitted late should be sent to <a href="mailto:mec.chair@sussex.ac.uk">mec.chair@sussex.ac.uk</a>.</p>	
<p>Website</p> <p>Email</p> <p>Phone</p> <p>Address</p> <p>Appointment</p>	<p><a href="http://www.sussex.ac.uk/studentlifecentre">www.sussex.ac.uk/studentlifecentre</a></p> <p><a href="mailto:studentlifecentre@sussex.ac.uk">studentlifecentre@sussex.ac.uk</a></p> <p>(01273) 87 6767</p> <p>Student Life Centre, Bramber House</p> <p>Private, confidential meeting with a Student Life Advisor: Book through Sussex Direct or using the above contact details.</p>	

## Personal Support

<p><b>University Counselling</b></p> <p style="margin-left: 40px;">Website <a href="http://www.sussex.ac.uk/counselling">www.sussex.ac.uk/counselling</a>          Email <a href="mailto:counsellingreception@sussex.ac.uk">counsellingreception@sussex.ac.uk</a>          Phone (01273) 678156          Address Health Centre - between East Slope bar and Lancaster House          Appointment Reception/Drop-In appointments. Book through Sussex Direct or using the above contact details.</p>	<p>Adjusting to university life; feeling low, depressed, stressed, anxious, problems with confidence, self-esteem, drugs, alcohol, eating, studies and any other difficulties.</p>
<p><b>Chaplaincy Meeting House</b></p> <p style="margin-left: 40px;">Website <a href="http://www.sussex.ac.uk/chaplaincy/">www.sussex.ac.uk/chaplaincy/</a>          Email Janine Thorogood <a href="mailto:j.s.thorogood@sussex.ac.uk">j.s.thorogood@sussex.ac.uk</a>          Phone (01273) 678217          Address Meeting House near the Library</p>	<p>A friendly welcome and support for everyone regardless of religious affiliation.</p>
<p><b>International Student Support Office</b></p> <p style="margin-left: 40px;">Website <a href="http://www.sussex.ac.uk/internationalsupport">www.sussex.ac.uk/internationalsupport</a>          Email <a href="mailto:international.support@sussex.ac.uk">international.support@sussex.ac.uk</a>          Phone (01273) 678422          Address Bramber House, 2nd Floor, Room 202</p>	<p>Immigration and visas, living and working in the UK, banking and money, advice for families, trips and events, welcome and arrival, preparing to return home. Study – UK academic culture, academic misconduct, IT services, assessments.</p>

## Health

<b>Health Centre</b>	<p>General GP / nurse services, mental health, contraception, immunisations, prescriptions etc.</p> <p>Website <a href="http://www.unimed.co.uk/">www.unimed.co.uk/</a> Email <a href="mailto:admin.unimed@nhs.net">admin.unimed@nhs.net</a> Phone (01273) 249049 Address Between East Slope bar and Lancaster House Appointment Students must register before making an appointment by phone/through the website.</p>
<b>Student Support Unit</b>	<p>Support with specific learning difficulties, disability (temporary or long term), mental health, reasonable adjustments (support when Exceptional Circumstances is not appropriate).</p> <p>Study skills workshops, learning support tutors, information on funding for study support, inform study tutors of individual student requirements.</p> <p>Website <a href="http://www.sussex.ac.uk/studentsupport/">www.sussex.ac.uk/studentsupport/</a> Email <a href="mailto:studentsupport@sussex.ac.uk">studentsupport@sussex.ac.uk</a> Phone (01273) 877466 Address Bramber House</p>

Careers & Employability Centre	<b>Academic</b>
<p><b>Skills Hub</b> <i>*Leaflet in pack</i></p> <p style="text-align: right;">Website Workshops and Events</p>	<p>A website showing all the resources at Sussex that can help students develop their skills: Writing and referencing, library and research, IT skills, exams and assessment, employability, personal development skills.</p> <p>The services included in Skills hub are provided by the following departments at the University of Sussex:</p> <ul style="list-style-type: none"> <li>• Careers and Employability Centre</li> <li>• The Library</li> <li>• IT Services</li> <li>• Student Support Unit</li> <li>• Royal Literary Fund Fellows</li> <li>• Sussex Centre for Language Studies</li> <li>• University of Sussex Students' Union</li> <li>• University Counselling Services</li> <li>• Student Life Centre</li> </ul> <p><a href="http://www.sussex.ac.uk/skillshub">www.sussex.ac.uk/skillshub</a> <a href="http://www.sussex.ac.uk/skillshub/events">www.sussex.ac.uk/skillshub/events</a></p>
<p><b>Study Success at Sussex S3</b></p> <p style="text-align: right;">Website Email Phone Address Appointment</p>	<p>Gives students advice on getting organised, time management, reading and research, assessments, writing well, numeracy skills, revision and exams, IT skills, evaluating arguments, referencing, critical thinking, using feedback, A-Z university jargon. Study skills for taught postgraduates, international students etc.</p> <p><a href="http://www.sussex.ac.uk/s3">www.sussex.ac.uk/s3</a> <a href="mailto:S3@sussex.ac.uk">S3@sussex.ac.uk</a> Clare Hardman 01273 877531 Library Various workshops and tutorials - Book through website or above contact details.</p>

## Academic

### **Student Life Centre** **\*Leaflet in pack**

- Help with academic performance – identifying obstacles to learning.
- Understanding university systems and regulations in relation to assessment, services, complaints, conduct, and discipline.
- Progression, intermission and withdrawal processes.
- Referrals to other professional services on campus.
- [Exceptional Circumstances help](#)

Website [www.sussex.ac.uk/studentlifecentre](http://www.sussex.ac.uk/studentlifecentre)

Email [studentlifecentre@sussex.ac.uk](mailto:studentlifecentre@sussex.ac.uk)

Phone (01273) 876767

Address Bramber House

Appointment Private, confidential meeting with a Student Life Advisor: Book through Sussex Direct or using the above contact details.

### **Student Union** **\*Card in pack**

Support and advocacy for students facing academic misconduct proceedings. Help students appeal assessment/ exam results or University decisions.

Website [www.sussexstudent.com/support](http://www.sussexstudent.com/support)

Email [advice@sussexstudent.com](mailto:advice@sussexstudent.com)

Phone (01273) 877038

Address Falmer House



## Academic

### Sussex Centre for Language Studies (SCLS)

Language support for **full-time international students** and those with **English as a second/additional language**.

Academic Development workshops – academic/English language skills, note-taking, summarising, essay-writing.

Academic Development Tutorials - help with general language/study skills issues: essays, dissertations, academic conventions, oral presentations, participating in seminars etc.

Website [www.sussex.ac.uk/languages/english/acadev](http://www.sussex.ac.uk/languages/english/acadev)  
Email English language section – [efl@sussex.ac.uk](mailto:efl@sussex.ac.uk)  
Phone (01273) 873234  
Address Arts A 68

### Study Abroad

Advise students regarding study abroad options (term/year/summer schools), how to apply, and then look after students when they are abroad.

Website <http://www.sussex.ac.uk/study/undergraduate/study-abroad>  
Email Christine Feest [C.Feest@sussex.ac.uk](mailto:C.Feest@sussex.ac.uk)  
Phone (01273) 872951  
Address Bramber House

## Careers and Employability

<p><b>Careers &amp; Employment Centre (CEC)</b></p>          <p>Website Email Phone Address</p>	<p><b>Student Development programmes:</b> Sussex Plus (webfolio), Learning to Lead (developing leadership), Project V (volunteering projects)</p> <p><b>Programme of Events:</b> Employability skills workshops, careers expert talks, recruitment fairs,</p> <p><b>Jobs applications:</b> Graduate schemes, internships, CVs, covering letters, applications, selection tests, interviews, assessment centres.</p> <p><b>International students:</b> Work in the UK, visas, immigration.</p>  <p><a href="http://www.sussex.ac.uk/careers">www.sussex.ac.uk/careers</a> / <a href="http://www.sussex.ac.uk/careers/aboutus/internationalstudents">www.sussex.ac.uk/careers/aboutus/internationalstudents</a></p> <p><a href="mailto:careers@sussex.ac.uk">careers@sussex.ac.uk</a></p> <p>(01273) 678429</p> <p>Library ground floor</p>
<p><b>Placements Team, BMEc</b></p>    <p>Website Email Phone Address</p>	<p>Help students secure a professional placement for third year of course.</p>  <p><a href="http://www.sussex.ac.uk/bam/ugstudy/placements">www.sussex.ac.uk/bam/ugstudy/placements</a></p> <p><a href="mailto:bmecplacements@sussex.ac.uk">bmecplacements@sussex.ac.uk</a></p> <p>(01273) 873619</p> <p>Jubilee Building</p>

## Money

**Student Funding Team**  
**SLC**  
*\*Leaflet in pack*

Emergency loans for students in financial crisis, budgeting advice, bursaries, scholarships, hardship loans.

Website [www.sussex.ac.uk/studentlifecentre/funding](http://www.sussex.ac.uk/studentlifecentre/funding)  
Email [scholarships@sussex.ac.uk](mailto:scholarships@sussex.ac.uk)  
Phone (01273) 872994  
Address Bramber House

**Student Accounts**

Tuition fees and payment methods, withdrawal from study, debt recovery.

Website [www.sussex.ac.uk/finance/services/feesandincome/studentaccounts](http://www.sussex.ac.uk/finance/services/feesandincome/studentaccounts)  
Email [studentaccounts@sussex.ac.uk](mailto:studentaccounts@sussex.ac.uk)  
Phone 0800 849 49 79  
Address Sussex House